



**MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION**

Request for Proposal

for

**Development of Web based Monitoring system
and a Mobile App (Android & iOS) for
“Monitoring and evaluation system for Project
Capital expenditure Schemes and FAC
proposals”**

**Published on GoM e-tendering portal
“<http://mahatenders.gov.in>”**

Tender Ref Number: 2020_MERC_111

Tender ID: 2020_MERC_615177_1

CORRIGENDUM NO. 1

1. The Commission vide Notice Inviting Tender published on Government of Maharashtra e-tendering portal “<http://mahatenders.gov.in>” (2020_MERC_615177_1) has sought bids for Development of Web based Monitoring system and a Mobile App (Android & iOS) for “Monitoring and evaluation system for Project Capital expenditure Schemes and FAC proposals.
2. Based on the queries received through emails and feedback received during pre-bid meeting held on 21.10.2020, following changes have been made in RFP documents.

2.1 Clause 2.7.19 of the Original RFP document is as follows:

2.7.19. Warranty, ATS and Annual Maintenance Contract

- *The selected bidder shall require to develop the Web portal and Mobile app (compatible to android and IOS) along with AMC for a period of 2 years. During the AMC period the selected bidder , if required, shall have to deploy the Resources at MERC office to resolve the issues immediately to ensure smooth functioning of the Application.*

Now the clause 2.7.19 may be read as follows:

2.7.19. Warranty, ATS and Annual Maintenance Contract

- *The selected bidder shall require to develop the Web portal and Mobile app (compatible to android and IOS) along with AMC for a period of 2 years. During the AMC period the selected bidder , if required, shall have to deploy the Resources at MERC office to resolve the issues immediately to ensure smooth functioning of the Application.*
- *Warranty Period will be for 1 year from going live of the project, thereafter the AMC Period of 2 years will start.*
- *Cost of AMC after completion of 3 years after Go Live. The selected bidder shall quote the cost of AMC per year separately in the proposal, i.e. cost of AMC required after expiry of initial 3 years.*
- *The Selected bidder will implement from time to time the Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software and operating systems, modifications, and enhancements as required after necessary approvals about the same.*

2.2 Accordingly, the Para No. 2.1.3 (f), 2.5, 2.7.12, 2.7.13 2.7.15, 2.7.19, , 2.7.23, and Annexure 9 of the RFP Document Financial proposal submission format shall read as “3 years (1 year warranty Period from go live of the project, thereafter the AMC Period of 2 years)” instead of “2 years.”

2.3 Point No. 3 of Clause 3.4 Technical Evaluation Criteria of the Original RFP Document is as below:

SN	Criteria	Max Marks	Required Document
03	Certification for : CMMi Level 3 : (5 Marks) CMMi Level 5 : (10 Marks)	10	Copy of Valid Certificate till the date of bid submission

Now Point No. 3 of Clause 3.4 Technical Evaluation Criteria may be read as follows:

SN	Criteria	Max Marks	Required Document
03	Certification for : ISO 9001/CMMi Level 3 :(5 Marks) ISO 9001 and ISO 27001/ CMMi Level 5 :(10 Marks)	10	Copy of Valid Certificate till the date of bid submission

2.4 The Clause 2.7.11 of the Original RFP document is as follows:

2.7.11. Training and Capacity Building

- *The selected bidder shall conduct ‘Training Needs Analysis’ of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at MERC office premises or through Video Conferencing.*
- *The Training program would be split into series of sessions for different user groups and across functional areas of the Solution.*

Now the Clause 2.7.11 of the Original RFP document is as follows:

2.7.11. Training and Capacity Building

- *The selected bidder shall conduct ‘Training Needs Analysis’ of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at MERC office premises or through Video Conferencing.*
- *The Training program would be split into series of sessions for different user groups and across functional areas of the Solution.*
- *The selected bidder shall provide training, handholding and post-implementation support required to make project successful.*

Training

The selected bidder is required to give Post implementation Training to GTD Utilities and Commission's officers. The Common Training shall 1 Online and 1 offline Common Training in the Office of the Commission. Details of Training is as below:

Training on FAC Module

1 Online and 1 offline (in office of the Commission) Hands on Training for usage of FAC Module for Distribution Licensee.

- *Details of 1 Online Training for 2 Participant each from Distribution Licensee (total 6 Utilities and additional if any) and Commission 10 officers.*
- *Details of 1 Offline Training (In the office of the Commission) : Total 22 to 25 Participants.*

Training on Capex Module

1 Online and 1 offline (in office of the Commission) Hands on Training for usage of Capex Module for Generation Transmission and Distribution Licensee.

- *Details of 1 Online Training for 2 Participant each from Generation Transmission and Distribution (total 14 Utilities and additional if any) and Commission 10 officers.*
- *Details of 1 Offline Training (In the office of the Commission) : Total 38 to 40 Participants.*

- **Preparation of Training Plan**

- a. *Prepare the detailed Training plan which will cover at least the below mentioned Training programs*
- b. *Prepare the list of topics to be covered under various Training programs*

- **Training Materials**

- a. *Preparation of a User Manual for each function/module of the Software Application to be deployed. Soft copy of the same to be made available to all relevant participants*

- b. Preparation of a self-learning Computer based Toolkit for use of applications like Web-Portal, Helpdesk Application, Application getting developed as a part of the project*
- c. Preparation of Training material for participants of every type of Training which is to be delivered*
- e. Hard copy of Training material to be provided to the participants during the Training session while soft copy is to be emailed to each participant after successful training.*
- f. Use feedback form for gathering information regarding the satisfaction of trained participants. The feedback should focus on relevance of course content / coverage, quality of presentation, quality of training material provided, relevant examples / practice sessions, quality of faculty, administrative arrangements done for the training etc.*

Handholding and post-implementation support

- (i) The Selected bidder shall provide a Helpdesk from Go-Live of complete solution.*
- (ii) Support for the end users at each of the locations including deployment of one competent person at Commission office for a period of one year to handhold the staff after the Core application and the necessary infrastructure are successfully commissioned in the offices*
- (iii) Software maintenance and support services for total 3 Years (warranty Period and AMC Period) from Go-Live of complete solution*
- (iv) Application functional support services during warranty Period and AMC Period from Go-Live of complete solution*
- (v) Other IT infrastructure related support services for total 3 Years (warranty Period and AMC Period) from Go-Live of complete solution. The services shall be rendered onsite from the designated premises.*

To provide the support at the locations where the software, hardware, and other infrastructure will be rolled out, Selected bidder is expected to provide experienced and skilled personnel at office of the Commission.

2.5 In the RFP document, the ‘Last Date of Submission of Bids’ was ‘29 October, 2020 at 1700 Hours’ and ‘Date and Time of Opening of Bids’ was ‘2 November, 2020 at 1130 Hours’. It may be read as follows:

**Now the ‘Last Date of Submission of Bids’ will be ‘04 November, 2020 at 1700 Hours’.
And ‘Date and Time of Opening of Bids’ will be ‘5 November, 2020 at 1700 Hours’.**